



Parent Information Handbook



Assalamualaikum, Tēnā koutou katoa, Talofa lava, Mālō e lelei, Namaste, and a very warm welcome to you all.

Kinderland Educare is a Ministry of Education licensed early childhood service. Guided by the national curriculum framework, Te Whāriki, we weave Islamic values and principles throughout our daily learning programs, which are collaboratively shaped by our children, families, and community.

Children learn through responsive relationships, play, conversation, movement, creativity, exploration and meaningful everyday routines.

Families can expect:

- A warm welcome and time for their child to become familiar with the people, spaces and daily rhythms of the centre.
- A primary care teacher who provides consistency during settling and important transitions.
- Learning environments that support independent exploration and learning alongside others.
- Respect for each child's identity, language, culture, family, personality and individual learning journey.
- Regular communication about care, wellbeing, interests, learning and development.
- Opportunities to share aspirations, knowledge, feedback and ideas.

Our view of children

Children are competent and capable learners from birth. Their signals, preferences, ideas and efforts are recognised and respected.

Infants communicate through movement, facial expressions, sounds and close relationships. Toddlers explore ideas, boundaries and relationships as their independence grows. Older children increasingly plan, negotiate, explain, imagine and take responsibility.

Kaiako provide security, guidance and challenge at every stage. Children's mana and dignity are upheld through respectful communication, responsive care, emotional support and positive guidance. Teachers help children understand expectations, manage conflict, learn from mistakes and recognise their progress.

Our team

Our kaiako have a strong understanding of child development, enabling them to provide responsive, age-appropriate teaching that builds on each child's strengths, interests, and individual needs.

With over 80% qualified teachers, our team is committed to continuous improvement through growth cycles, and reflective practice. By working collaboratively and staying informed of current research and best practice, we provide high-quality education and care that supports every child to thrive.

Weaving Islamic Values

At Kinderland children from all cultural, religious, and family backgrounds are valued and respected members of our centre community.

Values in everyday life

A central focus is building good character and respectful, considerate behaviour.

Children experience these values through everyday actions such as greeting others, speaking kindly, caring for shared spaces, showing patience, helping others, taking responsibility, expressing gratitude and valuing relationships.

These values align with manaakitanga, respect, reciprocity, compassion, fairness and responsibility. Together, they support children to grow as well-rounded, competent and confident people.

Islamic and Arabic learning

Children experience age-appropriate sūrah, du'ā, Islamic stories, oral language and exposure to Arabic. Learning is introduced through repetition, listening,

conversation, peaceful group experiences and familiar routines.

Experiences grow in complexity as children develop. Infants may hear warm, familiar language and short recitations. Older children may remember more, discuss meaning, ask questions and connect their learning with everyday life.

Islamic learning is woven naturally throughout the day and remains responsive to each child's age, understanding, interest and wellbeing.

Food and cultural practice

Food prepared at Kinderland is halal. Beef and pork are not included in the food we provide, and families are asked to keep lunch boxes free from these meats. This shared approach helps maintain cultural consistency across the centre.



Nurturing Leaders of Tomorrow: Your Child's Journey at Kinderland

Kinderland Educare operates across two purpose-built buildings within one secure campus

Little Wonderers

Little Wonderers is our infant learning environment, created for our youngest learners from three months to two years of age. Warm, responsive relationships provide the foundation for learning as infants build trust, communicate, explore their surroundings and develop a strong sense of belonging.

The environment supports uninterrupted play, movement, rest, sensory exploration and meaningful interactions with familiar adults who know each child well.

Little Explorers

Little Explorers provides a rich environment where toddlers' growing curiosity, confidence and independence are nurtured through play, relationships and everyday experiences.

Children investigate, communicate, solve problems, develop friendships and increasingly participate in the routines of the day. Opportunities for interaction across the learning environments support natural tuakana-teina relationships, where children learn with and from one another through shared experiences.

Discoverers

Discoverers is our preschool learning environment. Children are supported to extend their thinking, collaborate with others, communicate increasingly complex ideas and take greater responsibility within the learning community.

Projects, creativity, literacy, mathematics, science, movement and cultural learning are woven through meaningful play and everyday experiences as children continue to build the knowledge, skills and dispositions that support lifelong learning.

Individual Learning Journeys

Children move through our learning environments as they grow in confidence, capability and readiness. Age provides a general guide, while each transition is planned in partnership with families and responds to the individual strengths, relationships and developmental pathway of each child.

Transition visits allow children to become familiar with their new environment, teachers and routines. Wherever possible, children transition alongside familiar peers, helping them carry established relationships into the next stage of their learning journey.

Transition to School

For most children, the transition to school begins around their fifth birthday. As children prepare for this milestone, teachers continue to foster independence, communication, curiosity, problem-solving, self-management and positive relationships. Families are kept closely involved throughout the process to ensure a confident and well-supported transition into primary school.

Children may continue attending Kinderland Educare until six years of age in accordance with our licence and the needs of the child and family.

Starting and Settling

Beginning early childhood education is an important milestone for children and their families. We take time to build trusting relationships, get to know each child and work in partnership with families to support a positive start to



their Kinderland journey. Children are welcome to bring a comfort item from home, such as a blanket or soft toy. These familiar items can help strengthen the connection between home and Kinderland and support children as they settle into the day.

Before your child starts

Transition visits are available for children joining Kinderland. These visits are designed to help your child feel safe, confident, and excited about starting their early learning journey.

You know your child best, and we value the opportunity to learn from you. Before your child starts, we encourage you to share their interests, home languages, family, routines, health needs, favourite activities, and anything else that will help us get to know them and support them in the best possible way.

Every child settles differently, so we will work in partnership with you to develop a transition plan that reflects your child's individual needs. During your visits, you and your child will have time to meet our kaiako, explore the learning environment, become familiar with our daily routines, and begin building trusting relationships. Our goal is for you and your child to feel welcomed, supported, and a genuine sense of belonging from the very beginning.

Primary care

Each child is supported by a primary care teacher who provides a consistent point of connection during settling. The primary care teacher works alongside the

wider teaching team to support secure relationships with familiar, trusted adults across the centre.

Working together

Regular communication between home and the centre supports each child's wellbeing and learning. Conversations at drop-off and pick-up, learning stories, Individual Learning Aspirations and parent-teacher meetings provide opportunities to share information, celebrate progress and plan together.

We value your feedback and encourage you to share your ideas, questions, and suggestions at any time. Your feedback is an important part of our teachers' ongoing professional growth and reflective practice, helping us to continuously improve and provide the best possible education and care for your child.

Ensuring Your Peace of Mind

We encourage families to raise concerns early. A teacher may be able to respond at the time, or a private meeting can be arranged with the primary care teacher, Head Teacher or Centre Manager.

Open communication helps us understand the concern, respond consistently and work towards a shared approach that supports your child.

Our Daily Rhythm

Daily routines provide children with familiarity, security and a sense of belonging. Teachers balance predictable parts of the day with flexibility for sleep, care needs, sustained play, weather, group interests and emerging learning. Infant routines are guided by each child's cues and information shared by families. Children learn through active, hands-on experiences that may involve water, mud, paint, sand or playdough. Comfortable, practical clothing supports free movement and participation.

What to bring each day in a clearly labelled bag.

- Plenty of labelled spare clothing suitable for active and messy play.
- A separate bag for used or soiled clothing.
- A sunhat and suitable seasonal clothing.
- Nappies and wipes.
- Named bottles, formula or other agreed feeding supplies, where required.
- Your child's lunch box on Wednesday.



Children learn through active, hands-on experiences that may involve water, mud, paint, sand or playdough. Comfortable, practical clothing supports free movement and participation. Lost items are placed in the Lost and Found area. Clearly labelled belongings are easier to return

Fresh, nutritious halal meals

Fresh, nutritious halal meals are prepared in-house for children which is included within the applicable fee arrangements. We use halal-certified meat and ensure that all other ingredients used in meal preparation are also halal. Current menus are available at the centre. Mealtimes are calm, social experiences where children can enjoy a range of foods, participate in conversation and develop increasing independence.

Please tell us about any allergies, medical dietary needs, food intolerances or significant food preferences. Where an allergy or medical risk is present, we will work with the family to develop an individual management plan.

Lunch Box Day

Wednesday is Lunch Box Day for all children. Families are asked to send a lunch box from home to help children practice essential school transition skills. These include carrying their lunch box, opening containers, making food choices, and managing their belongings.

Children are encouraged to independently unpack their lunch box before meals and pack it away afterward. These experiences build confidence, independence, and self-help skills while establishing positive routines.

Please ensure all packed food is safe, manageable, and age-appropriate. Food must follow Ministry of Health choking risk guidance.

Finally, lunch boxes must be free from beef and pork. This maintains an inclusive environment that respects the cultural, religious, and dietary needs of all families at our centre.

Sleep and rest

Children have access to suitable sleep and rest spaces and equipment in accordance with licensing

requirements. Bedding is provided, stored and laundered by Kinderland in line with hygiene requirements. Individual arrangements can be made for a special blanket or comfort item.

Bottle Feeding

Families are asked to provide bottles, formula, or milk as required for their child. All bottles, formula containers, and milk must be clearly labelled with the child's name. Feeding instructions should be kept up to date and communicated to kaiako to ensure each child's individual needs are supported.

The centre follows Ministry of Health and Ministry of Education guidance regarding the safe preparation, handling, storage, and feeding of bottles and milk.

Nappy changing routine

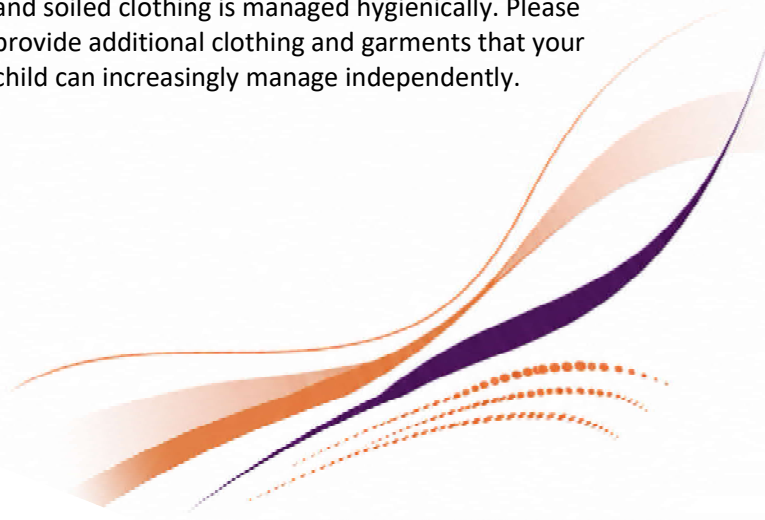
Families provide nappies and wipes for their child. Using familiar products from home supports each child's comfort and individual skin needs. Families are encouraged to check supplies regularly and ensure their child has enough nappies and wipes available for their enrolled hours.

Kaiako communicate with children throughout the process, explain what is happening, respond to their cues, and encourage children to develop independence and participate in their own care as they become ready for toilet learning.

Toilet learning

Toilet learning is planned individually in partnership with families. We respond to each child's readiness, family aspirations, home routines, communication and health needs.

Children are encouraged with patience and respect. Accidents are treated as part of the learning process, and soiled clothing is managed hygienically. Please provide additional clothing and garments that your child can increasingly manage independently.



Attendance and collection

A physical attendance register is located in the foyer. The attendance register helps us account for every child throughout the day and in the event of an emergency. Regular attendance supports children's sense of belonging, wellbeing, continuity in learning, and the development of strong relationships within our centre community.

Please let us know if your child will be absent. We encourage children to attend their enrolled hours wherever possible, as consistent attendance supports continuity of learning and care and helps us maintain the high quality of our educational service through sustainable funding.

For extended absences, documentation may be required to meet funding requirements, such as an EC13 form completed by a registered medical professional. We will discuss the requirements with you if this applies.

Arriving and leaving safely

Please bring your child into the centre where a kaiako will personally greet them and support a calm and settled handover at drop-off. At pick-up, a kaiako will say goodbye to your child and ensure they are safely released into your care, with a clear handover from staff.

For safety, internal classroom doors are opened only by a kaiako. This helps ensure children remain safely within the learning environment and do not exit unsupervised.

Families are responsible for supervising children including in the foyer and car park.

Authorised pick-up

Children are released only to people authorised on the enrolment form or approved in writing by a parent or guardian for a specific pick-up.

A person who is unfamiliar to staff must provide photo identification before the child can be released.

Keeping information current

Please update the centre contact details, custody arrangements or authorised collectors change.

Current information supports timely communication and the safe release of children.

A Shared Journey: Partnership with Whānau

Whānau are an essential part of our curriculum and each child's learning journey. A child's learning is connected to the relationships, languages, knowledge, faith, culture, and experiences that are valued at home. When families share what they notice, value, and hope for their child, we can better understand and support their learning and sense of belonging.

Everyday communication

Regular conversations at drop-off and pick-up help teachers and families share information about routines, health, wellbeing, interests and significant events.

Snapchat is currently used for day-to-day communication, photographs and short videos where permission has been provided. Centre-wide information and important notices may also be shared by email. Families will be advised if communication platforms change.

If you would like more time to discuss your child's learning or wellbeing, we are happy to arrange a parent-teacher meeting.

Family participation

Families are encouraged to share their aspirations, ideas, home experiences, cultural knowledge and feedback throughout their child's time at Kinderland, including giving feedback on learning stories, contributing to and writing aspirations, and reading and responding to policy changes when they are shared.



We also welcome opportunities for parents and whānau to share their interests, skills or areas of expertise with the children, participate in centre events, and support excursions as parent helpers. Whether reading a favourite story, cooking, gardening or sharing your profession, these experiences enrich our curriculum and strengthen the connection between home and Kinderland.

Individual Learning Aspirations

Individual Learning Aspirations (ILAs) are developed in partnership with families to reflect what is important for each child's learning and development. They bring together family aspirations with the strengths, interests, and emerging learning observed by kaiako.

These aspirations help guide the experiences, opportunities, and teaching strategies that support each child's growth and learning.

ILAs are reviewed and updated over time as children develop, their interests change, and new learning emerges.

Learning Stories and Portfolios

Teachers document children's learning through learning stories, photographs, and examples of their work. These contributions are collected in each child's

individual portfolio, creating a record of their learning journey and experiences at Kinderland. Portfolios are shared with families as a reflection of their child's time at the centre.

Learning stories are developed throughout the year to capture children's interests, strengths, progress, and meaningful learning experiences. Families are encouraged to read, respond to, and contribute to their child's portfolio, helping us build a shared understanding of each child's learning across both home and Kinderland.

Policies and consultation

Families are informed about significant policy reviews and changes that affect the centre community. Current operational policies are available to view at the centre, and copies can be requested.

Access to information about your child

Parents and guardians may request access to information relating to their own child in accordance with the Privacy Act 2020. Families may also request corrections to personal information where appropriate.

Your Child's Health, Safety and Wellbeing

The health, safety and wellbeing of children is central to everything we do. Kinderland Educare operates in accordance with the Education (Early Childhood Services) Regulations 2008 (as amended), the Ministry of Education Licensing Criteria for Early Childhood Education and Care Centres 2008 (as amended), and current public health guidance. Detailed operational procedures are available in the centre's policies.

Allergies and dietary requirements

Please let us know about any allergies, food intolerances or dietary requirements before your child starts and whenever information changes.

Where required, we will work with families to develop an individual health or allergy management plan.

CCTV

CCTV operates in designated areas to support security and protect children, families, staff, and visitors. Footage is managed responsibly and accessed only in line with centre procedures. All data is handled securely to protect your privacy under the Privacy Act 2020.



Illness

Please keep your child at home if they are unwell or unable to comfortably participate in the day's programme.

If your child becomes unwell while attending Kinderland, we will contact you or an authorised emergency contact so they can be collected as soon as practicable.

Please let us know about infectious illnesses, significant symptoms or changes to your child's health. For extended illness-related absences, an EC13 medical certificate will be required to maintain your child's enrolment.

Medication

Medication is administered in accordance with our medication procedures and Ministry of Education requirements. Families are asked to provide written authorisation and ensure medication is supplied in its original, clearly labelled container. Please discuss any regular medication, emergency medication or individual health needs with the teaching team.

Sun protection

Please apply sunscreen before your child arrives each morning and provide a clearly labelled sunhat, along with your child's named sunscreen where a specific product is required

Child protection and positive guidance

Children's safety, wellbeing, and dignity are our priority. Kaiako use respectful, positive guidance to build children's confidence and self-regulation. Kinderland strictly follows all child protection legislation.

Emergencies

Kinderland maintains emergency procedures, supplies, and regular evacuation drills to ensure everyone's safety. Our team will respond calmly and promptly to any situation.

In an emergency, we will update families using your contact details. Please keep your contact information up to date so we can reach you quickly.

Enrolment, Fees and Attendance

Discussing your enrolment needs

Every family's needs are different. When you visit Kinderland, we will discuss the days and hours that work for your family, alongside current availability and the programme that best supports your child.

Your confirmed days and hours are recorded in your enrolment agreement.

Changing hours or leaving Kinderland

Two weeks' notice is required to request a change to booked days or hours. Changes are subject to availability and are confirmed through updated enrolment documentation.

We value the relationships we build with children and whānau and appreciate the opportunity to be part of your child's learning journey. If you have any concerns or feedback about your experience at Kinderland, we encourage you to share this with us so we support you and your family. Two weeks' written notice is required to withdraw your child.

Fees

Our current fee schedule is available at the centre and will be explained during enrolment. One week's fees are payable in advance where applicable.

A late fee will apply if your child is left after their enrolled hours as we operate under strict adult-child ratios.

20 Hours ECE

Kinderland offers 20 Hours ECE for eligible children from three years of age. Families complete the



required documentation to confirm how their funded hours will be used.

Our team will explain how 20 Hours ECE applies to your child's enrolment and provide current information about any applicable fees.

WINZ Childcare Subsidy

We understand that every family's circumstances are different. University students, working parents, solo parents and families receiving other forms of support may be eligible for assistance with childcare costs through Work and Income.

If you think you may qualify for a WINZ Childcare Subsidy, we encourage you to apply. Kinderland Educare can provide the centre information needed to support your WINZ application and guide you through the process of applying for subsidy. If you're unsure whether you may be eligible, please talk to us. Our friendly team is happy to help you understand the process and make accessing quality early learning as simple and stress-free as possible.

We're Here to Help

Choosing the right early learning centre is an important decision, and we're here to make the journey easy, welcoming and reassuring.

Kinderland Educare also has its own Sadaqah support policy, designed to assist families who may be experiencing financial hardship. Our team can talk you through this support and help you understand whether you may be eligible.

From your first enquiry through to your child's first day, we're here to support you every step of the way and help make quality early learning accessible for your family.

We'd love to welcome your family to Kinderland Educare and begin this exciting journey together.

Family holidays

After six months of enrolment, families may access up to two weeks of holiday each calendar year at 50% of the applicable fees.

Please notify us by email in advance so your holiday dates can be recorded and the appropriate fee applied.

Public holidays and closures

Kinderland Educare is closed on statutory public holidays.

Any additional or emergency closures will be communicated directly to families through our usual communication channels.

Policies and Feedback

Information for families

Kinderland provides families with access to information about the operation of the centre, including our licence, ERO report, policies and procedures, fees, teacher qualification information, Ministry of Education funding information and other documentation required under the licensing criteria.

Current information is available at the centre, and families are welcome to request copies or ask for help locating or understanding a document.

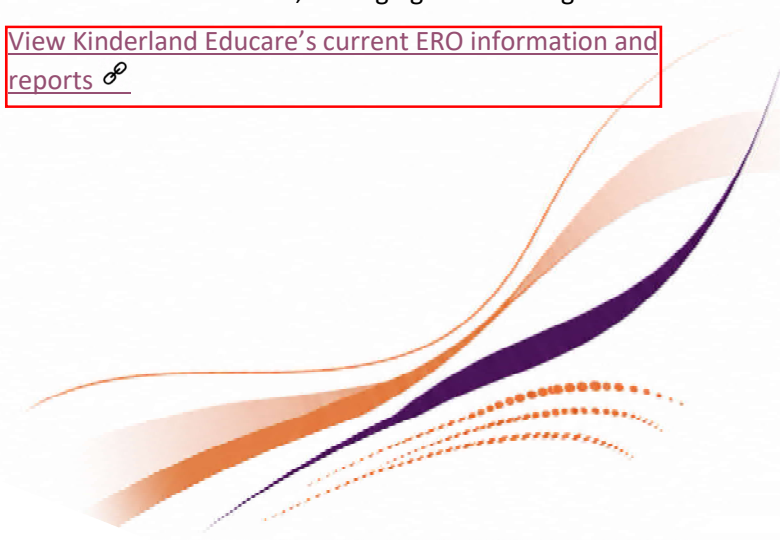
Our policies and procedures are regularly reviewed, and families are invited to contribute feedback and participate in consultation when relevant.

Education Review Office

Kinderland Educare is evaluated by the Education Review Office (ERO). Our most recent Akarangi | Quality Evaluation was published in October 2025.

Previous ERO findings have recognised strengths in our relationships with children and whānau, culturally responsive practice, learning environments and support for children's confidence, belonging and learning.

[View Kinderland Educare's current ERO information and reports](#) 



Your voice matters

We welcome feedback and encourage families to raise questions or concerns early. Open communication gives us the opportunity to understand what has happened, respond appropriately and work together towards a resolution.

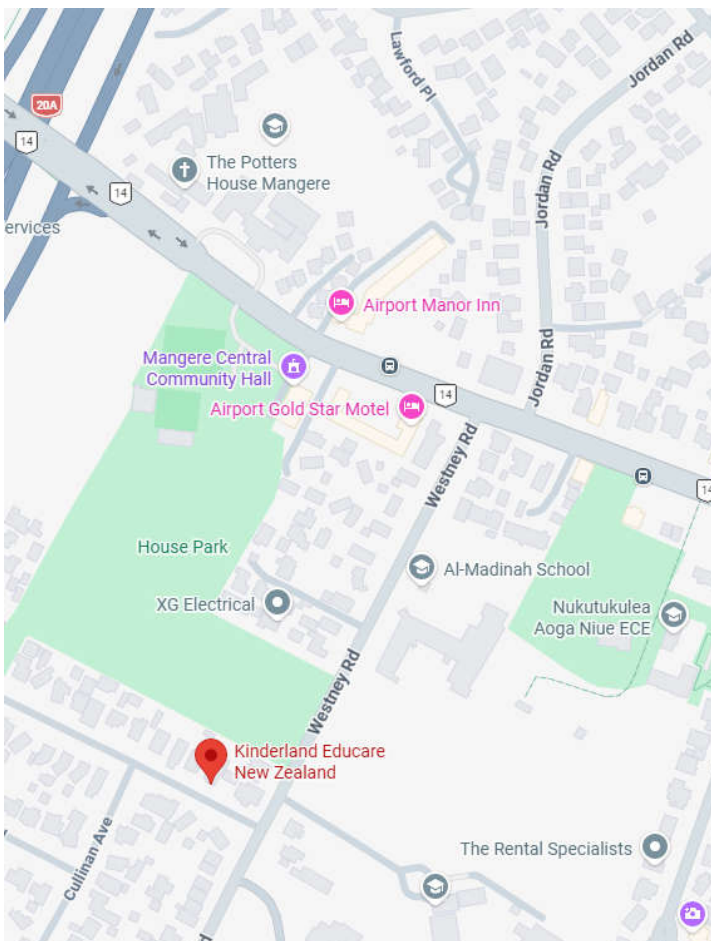
You are welcome to request a private meeting and bring a support person when discussing a formal concern.

Our full complaints procedure, including current license status, is available at the centre.

A Shared Tomorrow

Thank you for welcoming Kinderland Educare into your child's world. Every story, dream, and experience your family brings deeply enriches our community. We are absolutely thrilled to partner with you as your child learns, grows, and steps into a brilliant future.

Find us



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Website: www.kinderlandeducare.co.nz

Operating Hours: Mon-Fri, 7:30 am-6:00 pm

